From: Axon Evidence
To: Eligio Lara
Subject: Axon Service Update
Date: Monday, September 9, 2024 12:49:23 PM

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AXON SERVICE UPDATE

Incident Status:	*Mitigated*
Approximate Start Time:	09/09/24 11:09 AM PST
Incident Type:	*Partial Outage*
Product(s) Impacted:	*Body Worn Cameras*
Service(s) Impacted:	*Device Pooling, Configuration, Log Upload, ALPR*
Region(s) Impacted:	*US State & Local Government*

There was an incident which may have impacted your use of our services. Our engineering teams have resolved this issue.

Impact:
During this period, users may have experienced issues with syncing of new configurations, uploading device logs and device pooling. Additionally, users may have also experienced issues in ALPR which caused a state hotlist in Hubs and missing vehicle attributes from Flock.

Next Update:
As the issue is mitigated, no further updates will be provided.

We appreciate your patience as we work to resolve this incident. If you have any questions, please contact our Support team.
Email: support@axon.com
North America: 1-800-978-2737 ext 4
UK: +44 1-327-709-666
Australia: 1-800-512-069
New Zealand: 1-800-005-161
Contact Us

Sincerely,

Axon
Protect Life

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